

A B S T R A C T

The invention relates to identifying callers in a terminal of a telephone communications network in which
5 the caller's number is transmitted by the network at the time of an incoming call. The invention proposes providing the terminal with an agent which, on or after receiving a caller's number, selects at least one external server likely to be able to provide identity
10 information; the agent then uses a request file and the caller's number to prepare a request whose argument is the caller's number and whose destination is the server. The request is sent to the server to obtain the information. In the absence of a result, the agent can
15 send a plurality of requests in succession.